

# JOB OPPORTUNITY

Franchise Tax Board is an equal employment opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation. **\*\*IMPORTANT NOTICE\*\* AS REQUIRED BY THE DEPARTMENT'S RULES OF CONDUCT, ALL EMPLOYEES OF THE FRANCHISE TAX BOARD (FTB) MUST BE IN COMPLIANCE WITH THE CALIFORNIA REVENUE AND TAXATION CODE. DURING THE BACKGROUND INVESTIGATION PORTION OF THE HIRING PROCESS, FTB WILL REVIEW RETURN INFORMATION TO VERIFY CALIFORNIA STATE INCOME TAX COMPLIANCE. ANY FAILURE TO COMPLY WITH THE CALIFORNIA REVENUE AND TAXATION CODE MAY PREVENT YOU FROM BEING HIRED AT FTB. IF YOU THINK YOU MAY HAVE ANY POTENTIAL TAX COMPLIANCE ISSUES, PLEASE CALL 1-800-852-5711 TO RESOLVE THEM PRIOR TO SEEKING EMPLOYMENT WITH FTB.**

☒ Permanent Full-time      ☐ Permanent Intermittent      ☐ Limited-term (Temporary) Length \_\_\_\_      Formal Training and Development Assignment

Position Title: **Supervisor, Personal Income Tax (PIT) Collection Contact Center**

Classification: **Administrator I**

Location: **Franchise Tax Board - Central Office**

Section/Unit: **PIT Contact Center, Compliance & Resolution Services Bureau, Account Receivable Management (ARM) Division**

Salary Range: **\$5076- \$6476**

Number of Vacancies: **1**

## Job Description: (includes typical duties)

Under the general direction of the PIT Collection Contact Center Unit Manager, and as a member of the Section and Bureau management team, your primary leadership responsibilities include directing and monitoring the activities of a PIT Contact Center Team. You supervise 15-16 collectors in the tax technician classification that handle incoming calls and correspondence related PIT collection issues. You will review and monitor the work of your staff, ensuring accuracy and consistency with procedures and providing timely feedback to staff. You work collaboratively with your peers to foster a positive environment and ensure operational goals and quality service objectives are met.

## Required Knowledge, Skills, Abilities:

Strong organizational, time management, planning and program management skills  
Strong leadership and development skills including the ability to inspire, motivate, mentor and build teams  
Independent and self-motivated with an emphasis on getting the job done  
Strong interpersonal skills and ability to work collaboratively with all levels of staff and management department-wide  
Ability to create and maintain a positive, productive, and creative work environment that engages employees  
Flexible decision-making and creative problem solving skills  
Energetic and possess a good sense of humor

## Desirable Experience/Qualifications:

Knowledge of collection policies, tools and industry trends  
Knowledge of FTB's collection systems and PIT Tax Law  
Knowledge of Project Management Principles

INVOLVEMENT IN A DIVERSITY OF ACTIVITIES, PROGRAM AREAS, AND/OR POSITIONS THAT HAVE PROVIDED YOU WITH A GREATER UNDERSTANDING AND APPRECIATION FOR THE BROADER PERSPECTIVE OF THE DEPARTMENT/ENTERPRISE.

DEMONSTRATED PERFORMANCE ENCOURAGING POSITIVE RELATIONSHIPS, CREATING HIGH JOB SATISFACTION, ENCOURAGING SUCCESS, SHOWING UNDERSTANDING, AND BEING TRUSTING AND SUPPORTIVE.

Position appointment may be impacted by current budget situations.

Mail or hand deliver your employment application, resume and cover letter by: **October 31, 2008.**

Contact Person: Jennifer V. Fowler

Telephone Number: 916-845-4413

Address/Room Number: Exam Unit, PO Box 550, Sacramento CA 95812-0550 Attn: Jennifer V. Fowler

Special Instruction: **FTB Employees Hand Deliver or Route To** Jennifer Fowler at M/S A-470

*"Exempt from hiring freeze."*

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list, or have reinstatement eligibility. **Applications will be screened and only the most qualified applicants will be interviewed.**

**All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation.** The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.  
The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.